

Softcare Limited 樂舒適有限公司

(Incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立的有限公司)
(Stock Code 股份代號：2698)

15 April 2026

Dear Non-Registered Shareholder,

Arrangement of Electronic Dissemination of Corporate Communications

Pursuant to Rule 2.07A of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Listing Rules**”), Softcare Limited (the “**Company**”) has adopted the arrangement to disseminate corporate communications (“**Corporate Communications**”) electronically. Please note that all future Corporate Communications will be available electronically on the website of the Company at www.softcarehome.com and the website of The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”) at www.hkexnews.hk (the “**Website Version**”) in place of printed copies except by request. You can access both the English and Chinese versions of the Website Version of Corporate Communications on the website of the Company and the website of the Stock Exchange.

The Company will not send a notice of publication of the Website Version of Corporate Communications to its Non-Registered Shareholders. You are encouraged to proactively monitor the availability of all future Corporate Communications on the websites of the Company and the Stock Exchange and access the Website Version of Corporate Communications.

We encourage you to access Corporate Communications of the Company in electronic form on the Company’s website. If you wish to receive printed copies of all future Corporate Communications, please complete and return the Request Form on the reverse side of this letter to the Company’s share registrar in Hong Kong (the “**Share Registrar**”), Tricor Investor Services Limited, at 17/F, Far East Finance Centre, 16 Harcourt Road, Hong Kong or send an email to 2698-ecom@vistra.com. Please note that the preference in receiving Corporate Communications in printed form of a Non-Registered Shareholder will be valid unless being revoked or superseded.

Should you have any queries relating to any of the above matters, please call the Share Registrar’s telephone hotline at (852) 2980 1333 during business hours from 9:00 a.m. to 6:00 p.m. from Monday to Friday, excluding Hong Kong public holidays or send an email to 2698-ecom@vistra.com.

By Order of the Board
Softcare Limited
Shen Yanchang
Chairman of the Board and Non-executive Director

Note: Non-Registered Shareholder means (i) such person or company whose listed securities are held in the Central Clearing and Settlement System; and (ii) who has notified the issuer from time to time through Hong Kong Securities Clearing Company Limited that such person or company wishes to receive corporate communications.

“Corporate Communications” refer to any document issued or to be issued by the Company for the information or action of holders of any of the Company’s securities or the investing public, including but not limited to: (a) the directors’ report, its annual accounts together with a copy of the auditors’ report and, where applicable, its summary financial report; (b) the interim report and, where applicable, its summary interim report; (c) the quarterly report, if any; (d) a notice of meeting; (e) a listing document; (f) a circular; and (g) a proxy form.

各位非登記股東：

以電子方式發佈公司通訊之安排

根據香港聯合交易所有限公司（「**聯交所**」）證券上市規則（「**上市規則**」）第 2.07A 條，樂舒適有限公司（「**本公司**」）已採納以電子方式發佈公司通訊（「**公司通訊**」）。所有公司通訊均透過本公司網站（www.softcarehome.com）及聯交所網站（www.hkexnews.hk）（「**網站版本**」）以電子方式提供並僅會於要求時才發送印刷本。閣下可於本公司網站及聯交所網站瀏覽本公司的中、英文版本公司通訊的網站版本。

本公司不會向非登記股東發出公司通訊網站版本的登載通知。本公司鼓勵閣下主動留意網站上所有日後的公司通訊的登載情況，並自行於本公司網站及聯交所網站瀏覽公司通訊的網站版本。

我們鼓勵閣下於本公司網站以電子形式瀏覽本公司的公司通訊。若閣下希望收取日後公司通訊之印刷版，請填妥本函背頁之申請表格並交回本公司的香港股份過戶登記處（「**股份過戶登記處**」）卓佳證券登記有限公司，地址為香港夏慤道16號遠東金融中心17樓或發送電子郵件至 2698-ecom@vistra.com。請注意，非登記股東以印刷本形式收取公司通訊的偏好選擇將一直有效，除非被撤銷或取代。

如閣下對本函內容有任何疑問，請致電股份過戶登記處電話熱線 (852) 2980 1333，辦公時間為星期一至五（公眾假期除外）上午9時正至下午6時正，或電郵至 2698-ecom@vistra.com。

承董事會命
樂舒適有限公司
沈延昌
董事會主席兼非執行董事

2026年4月15日

附註：非登記股東指 (i) 其上市證券存放於中央結算及交收系統的人士或公司，及 (ii) 其已通過香港中央結算有限公司不時向有關發行人發出通知，希望收到公司通訊。

「公司通訊」指由本公司發出或將予發出以供本公司任何證券的持有人或投資大眾參照或採取行動的任何文件，其中包括但不限於：(a) 董事會報告、年度賬目連同核數師報告及（如適用）財務摘要報告；(b) 中期報告及（如適用）中期摘要報告；(c) 季度報告（如有）；(d) 會議通告；(e) 上市文件；(f) 通函；及 (g) 代表委任表格。

Non-Registered Shareholder's information (English name and Address):
非登記股東資料 (英文姓名及地址) :

REQUEST FORM 申請表格

To: **Softcare Limited**
(Stock Code: 2698) (the "Company")
c/o Tricor Investor Services Limited
17/F, Far East Finance Centre
16 Harcourt Road, Hong Kong

致: **樂舒適有限公司**
(股份代號: 2698) (「本公司」)
經卓佳證券登記有限公司
香港夏慤道16號
遠東金融中心17樓

REMINDER 提示

As a non-registered shareholder, if you wish to receive Corporate Communications¹ pursuant to the Listing Rules, you should liaise with your bank(s), broker(s), custodian(s), nominee(s) or HKSCC Nominees Limited through which your shares are held (collectively, the "Intermediaries") and provide your email address to your Intermediaries.

作為非登記股東，如有意根據《上市規則》收取公司通訊¹，閣下應聯絡閣下持有股份的銀行、經紀、託管商、代理人或香港中央結算(代理人)有限公司(統稱「中介公司」)，並向閣下的中介公司提供閣下的電子郵件地址。

I/We would like to receive the future Corporate Communications⁽¹⁾ of the Company in printed copy.

本人/吾等要求索取本公司今後刊發之公司通訊⁽¹⁾之印刷本。

(Please mark "X" in ONLY ONE of the following boxes) (請從下列選擇中，僅在其中一個空格內劃上「X」號)

- to receive the **printed English version** of the above documents ONLY; **OR**
僅收取上述文件之**英文印刷本**；或
- to receive the **printed Chinese version** of the above documents ONLY; **OR**
僅收取上述文件之**中文印刷本**；或
- to receive both the **printed English and Chinese versions** of the above documents.
同時收取上述文件之**英文及中文印刷本**。

Signature:

簽署:

Date:

日期:

Name:

姓名:

Contact Phone Number:

(English/英文) 聯絡電話:

(in BLOCK LETTERS) 請以正楷填寫)

Postal Address:

郵寄地址:

Notes 附註:

- "Corporate Communications" refer to any document issued or to be issued by the Company for the information or action of holders of any of the Company's securities or the investing public, including but not limited to: (a) the directors' report, its annual accounts together with a copy of the auditors' report and, where applicable, its summary financial report; (b) the interim report and, where applicable, its summary interim report; (c) a notice of meeting; (d) a listing document; (e) a circular; and (f) a proxy form.
「公司通訊」指由本公司發出或將予發出以供本公司任何證券的持有人或投資大眾參照或採取行動的任何文件，其中包括但不限於：(a)董事會報告、年度賬目連同核數師報告及(如適用)財務摘要報告；(b)中期報告及(如適用)中期摘要報告；(c)會議通告；(d)上市文件；(e)通函；及(f)代表委任表格。
- By completing and returning this Request Form to request for the printed copy of the Future Corporate Communications, you have expressly indicated that you prefer to receive all future Corporate Communications of the Company in printed copy.
當閣下填寫及寄回此申請表格以索取刊發今後之公司通訊印刷本後，即表示閣下確認擬收取本公司日後刊發的所有公司通訊的印刷本。
- This request will be valid unless being revoked or superseded.
此請求將一直有效，除非被撤銷或取代。

PERSONAL INFORMATION COLLECTION STATEMENT 收集個人資料聲明

"Personal Data" in this statement has the same meaning as "personal data" defined in the Personal Data (Privacy) Ordinance, Cap. 486 (the "PDPO"), which may include but not limited to your name, contact telephone number, email address and mailing address.

Your supply of Personal Data is on a voluntary basis for the purpose of receiving Corporate Communications in the manner chosen. Your Personal Data will be retained for such period as may be necessary for our verification and record purposes.

You have the right to request access to and/or to correct the respective Personal Data in accordance with the provisions of the PDPO. Any such request for access to and/or correction of the Personal Data should be in writing by either of the following means:

本聲明中所指的「個人資料」具有香港法例第 486 章《個人資料(私隱)條例》(「《私隱條例》」)中「個人資料」的涵義，包括但不限於，閣下的名稱，聯絡電話號碼，電子郵箱地址和郵寄地址。

閣下是自願向本公司提供閣下個人資料，以便以閣下所選之方式接收企業通訊。閣下的個人資料將在適當期間保留作核實及記錄用途。

閣下有權根據《私隱條例》的條文要求查閱及/或修改閣下的個人資料。任何該等要求均須以書面方式提出。

By mail to: Data Privacy Officer
Tricor Investor Services Limited
17/F, Far East Finance Centre
16 Harcourt Road, Hong Kong
is-enquiries@vistra.com

經郵寄: 個人資料私隱主任
卓佳證券登記有限公司
香港夏慤道 16 號
遠東金融中心 17 樓

經電郵: is-enquiries@vistra.com

Please cut the mailing label and stick it on an envelope to return this Request Form to us.
No postage is necessary if posted in Hong Kong.

當閣下寄回本申請表格時，請將郵寄標籤剪貼於信封上。
如在本港投寄，閣下無需支付郵費或貼上郵票。

Mailing Label 郵寄標籤

Tricor Investor Services Limited
卓佳證券登記有限公司
Freepost No. 簡便回郵號碼: 10 GPO
Hong Kong 香港